



FI\$CAL FORUM

DATE: TUESDAY, AUGUST 15, 2017

TIME: 1:30 PM – 3:00 PM

LOCATION: DEPARTMENT OF GENERAL SERVICES,

707 3RD STREET SACRAMENTO, CA

ROOM: ZIGGURAT AUDITORIUM

Facilitators:	Will Padilla Maria Paman (CHHS) Maureen Rielley Marlon Lewis
Meeting Purpose:	FI\$Cal User Community Forum
Type of Meeting:	Question and Answer

AGENDA TOPICS/MINUTES

#	Topic <i>[Brief description]</i>	Presenter <i>[Name]</i>	Duration <i>[Time in Min.]</i>
1	Agenda – Project Update, 2018 Release Update, Change Management	Will Padilla	20 mins
2	Health and Human Services Agency Implementation Approach	Maria Paman	30 mins
3	FSC – ServiceNow Demo	Maureen Rielley Marlon Lewis	10 mins

QUESTIONS AND ANSWERS

Q1) What advice do you have for the FI\$Cal Community?	A1) Let the departments assess how they are currently organized and what resources you need. Departments can share resources at the agency level if desired. Have SMEs in each activity. Have people who are experts in Accounts Payable, Month End Close, etc. Departments look at Master Department Workplan (MDW) schedule and determine how much time your departments will be offline and offsite, how big your workload will be to balance FI\$Cal/Department work. Engage with the CMO to get an idea of how big the workload is going to be. (CHHS)
Q2) If we have submitted tickets outside of ServiceNow, is there a way to view these?	A2) Any ticket you have submitted will show in the service portal whether you submitted through self-service or FSC.
Q3) Ticket priorities have been changed from urgent to low?	A3) Incidents are automatically changed to low and then will be assessed and upgraded as needed by L2.



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Q4) What is the difference between FSC Level 1 vs Level 2?	<p>A4) L1: First contact, answering the phone, oversee the FSC email, access fulfillment, password reset, opening incidents, provide reports, stats on incidents, command center.</p> <p>L2: If Super User or L1 cannot assist, L2 will work with them. They get as much information to send and document changes. Sometimes issues require system changes and the L2 will support throughout the process.</p>
Q5) What is UAT?	A5) User acceptance testing.
Q6) Can Maria repeat her email address?	A6) Maria.Paman@osi.ca.gov
Q7) Future System functions for example; will we ever be able to assign roles electronically?	A7) You can request roles electronically in Identity Self Service (ISS), but it will still go through FI\$Cal's Access Review Team for review and approval.
Q8) Our agency went live in Wave 2, but we have not yet been able to transact since the new FY. We were told that this year there is a new policy that our accounts will not be loaded for us. Is this because we are a continually appropriated agency? This long delay caused by a lack of funds being loaded has caused us to incur late fees and penalties and has forced our Accounting department to pay our bills via claim schedules. Our team would benefit from additional training on Year-End processes too?	A8) Please contact FSC.
Q9) Current status of SCO and STO in their attempt to "go live" in FI\$CAL sometime this calendar year?	A9) The current status is unknown at this time.



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Q10) Would like discussion or forum on how to handle federal funds: federal reporting by FFY and three year appropriations. Also, how to handle Special Grants with extended grant years? Will FI\$Cal allow an electronic report to department of the monthly information, so the departments can create the federal fiscal year spreadsheets for tracking and reporting purposes?

A10) Department with federal funds are required to use Projects in FI\$Cal. A Project is created in the Project Costing Module. Customer Contract and Grants Management also track department's federal information, such as the federal agency and federal awards. Federal reporting is similar to what departments do today in FI\$Cal. If departments are not using Project in their legacy system today to track federal funds, FI\$Cal requires departments to use Projects. Budget Act items such as fund, appropriation reference and program and enactment year are captured in FI\$Cal via ChartFields. When departments charge expenditures against federal funds, the budget item information is required along with Project. Special Grants with extended grant years are the same as you do today. If grant is extended you extend dates and dollar amounts in FI\$Cal. Reports/queries are available in FI\$Cal. Reports can be in an Excel, HTML, or PDF format.